

Developing a Functional and Efficient Annex to your Emergency Operations Plan




PREPARING TO COORDINATE VOLUNTEERS AND DONATIONS IN DISASTER SITUATIONS

Like it or not, Volunteers will show up!

- The time of chaos and high emotion is NOT the time to “figure out” what to do
- Relationships with known and trusted voluntary disaster response organizations can greatly aid your professionals’ response. They can even do things government employees are not able to.
- Unsolicited and spontaneous individuals can be a part of the disaster or a part of solutions...the choice is yours!





Less than efficient plans ...

- Are ones that do not even exist in the EOP
 - Are about as vague as saying, “We will coordinate volunteers and donations.”
 - Assign the responsibilities to Emergency Management personnel that are already torn in too many directions during an incident
 - Make assignments based on personality instead of thought through strategy
 - Lack detail and procedures
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Effective plans ...

- Name a Volunteer and Donations Coordinator that has current expertise and whose successor will likely also have such experience
 - Clearly delegate appropriate authority to the VDC
 - Establish staff members to support the VDC
 - Name and describe partnerships
 - Establish basic protocols and processes
 - Define mean(s) by which the plan may be augmented
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The Volunteer and Donations Management Annex includes:

- Agency with the lead responsibility
 - Agencies that are primary partners in executing the plan
 - Other agencies and organizations that support the execution of the plan
 - Basic descriptions of each partners responsibilities and anticipated contributions
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The Volunteer and Donations Management Annex includes:

- The purpose of the plan
 - A description of the scope and intended application(s) of the plan
 - Some statements of activities and processes that may be portions of execution of the plan
 - A clear description of the organizational structure
 - Policies intended to insure that execution of the plan is legal, safe, fair and effective
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The Volunteer and Donations Management Annex includes:


- Both general and more specific statements of how operations in the plan will take place
 - How various functions in the plan will be carried out
 - How services may be requested
 - How donated goods will be managed




Approaches for accomplishing communications – both messaging to the public and inquiries from the public





The Volunteer and Donations Management Annex includes:

- Approaches for managing volunteers
 - “Call out” process for needed organizations
 - How “self-deployed” organizations will be responded to
 - Basic message regarding stance toward unaffiliated individual volunteers
 - Process for coordinating spontaneous volunteers (Volunteer Reception Center model recommended)
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The Volunteer and Donations Management Annex includes:

- Conditions under which the Volunteer and Donations Plan might be augmented
 - Methods for augmentation
 - Statements regarding how the VDM Annex fits into the broader Emergency Management team and strategy
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The Volunteer and Donations Management Standard Operating Procedures (SOPs) include:

- Statement of Purpose and Mission
 - A more detailed description of how operations toward meeting the purpose and mission will be carried out
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The Volunteer and Donations Management Standard Operating Procedures (SOPs) include:

- Considerations and Plans for Staffing
 - Span of Control
 - Flexibility based on needs presented by the event
 - Who may recruit and be included in staff
 - Work periods and shift patterns
 - Requirements for training and basic capabilities
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The Volunteer and Donations Management Standard Operating Procedures (SOPs) include:

- Ways activation may occur
 - Methods for notifying staff of activation
 - Considerations for demobilizing the activities of the plan
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The Volunteer and Donations Management Standard Operating Procedures (SOPs) include:

- A list of specific staff members and their responsibilities
 - Chain of command
 - Organizational chart
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Questions and Conversation

Terry Raines



Volunteers and Donations Coordinator

Virginia Department of Emergency Management

terry.raines@vdem.virginia.gov